

TennCare Project Director

JOB DESCRIPTION

The TennCare Project Director has direct oversight of the HCFA/TennCare Project Management Office, which is the organizational entity that provides a focal point for the discipline of project management and process improvement. The Project Management Office provides technical expertise in executing and managing projects within the specified scope, budget, and time constraints for the duration of a project; this includes driving projects through their phases including initiation, planning, execution, monitoring and controlling, and closing. The TennCare Project Director's primary responsibilities include programmatic supervision of six professional staff in an environment where short deadlines and complicated subject matter are routine.

RESPONSIBILITIES

The project management team participates in the management of projects that currently include the TennCare Eligibility Determination System (TEDS), Identity and Access Management (IAM), Master Data Management (MDM), IT Service Management (ITSM) Transformation, Business Continuity Plan Updates, Records Disposition Authorization (RDA) assessment, Contract Deliverables assessment, Customer Focused Government Goals Tracking, and various other projects as requested by senior executive staff.

Additionally, the office is assisting with the development and implementation of a Demand and Portfolio Management (DPM) framework. The DPM framework will give the Project Director the ability to oversee the full extent of the project demand for the agency, create models for how the agency can successfully incorporate new projects within existing resources, and monitor the status of the entire project portfolio for HCFA. The majority of the projects, including the DPM framework creation, require the Project Director to work with multiple vendors and ensure that they are progressing as scheduled and adhering to their contract.

Lastly the TC Project Director oversees process improvement initiatives for the agency. Successful events in the past have improved existing processes, as well as created new processes within the Fiscal, LTSS, HR, IS and Member Services divisions. As the implementation action items for these events are completed new events will be investigated and scheduled.

The project management office presents research based, best practice innovation to our HCFA divisions to assist them in achieving their goals. They also ensure the incorporation of innovation through project management and continuous improvement methodologies. This is done under the leadership of the TennCare Project Director who serves as an interface between operational divisions and IT activities.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and EXPERIENCE:

- a. Bachelor's Degree from accredited undergraduate institution required;
- b. Five years or more experience in project management;
- c. Experience leading a team and driving multiple initiatives at once;
- c. Training and experience leading process improvements in complex settings;
- d. Expertise in working effectively with outside vendors.

Outstanding candidates will have experience leading a team of project managers, a passion for process improvement and finding organizational efficiencies, strong relationship skills in order to work well with

multiple divisions within the agency as well as outside vendors/contractors, and experience in the health care industry. They will be results-oriented and customer focused, with a bias for action.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

COMPENSATION

Compensation arrangements are competitive and will be commensurate with the selected candidate's experience and achievements, and responsibilities of this position.

Prospective candidates should submit their resume and cover letter to: Kayla.Blackmon@tn.gov